

## **Transcript: VICTORIA**

**Taylor-6753288136736768-5211702470950912**

### **Full Transcript**

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Uh, my name is, uh, Mamadu Bamba. I, uh, I work at, uh, Prescott Coffee for Besala. So, I saw yesterday the benefit, uh, benefit, uh, insurance. That's why I called you today to know what to do. Okay. What's the name of the staffing agency you work through? My name? No, the name of the staffing agency you're going through. It's, uh, it's, uh, Besala. And the last four of your social? It's, uh, 0967. 0967? Right. And, um, your first and last name again? Mamadu Bamba. Do you mind verifying your address and date of birth? My address is, uh, 420 85 30 Ash, P-L-A-W, Apartment R206. And my ZIP code is, uh, 98204. My death birth date is, uh, 02/08/1996. Okay. So, the address I have on file, on file is 420 85th Place Southwest, R24. Yes. Is that correct? Yes. Okay. Phone number is 206-965-0705? Correct. And email is gonna be firstandlastname22@gmail.com? Yes. Okay. Do you know what you're wanting to enroll into specifically? Say again? Do you know what, like, what plans you're wanting to enroll into? Uh, I don't know. I don't, I, I don't know nothing about that. That's why I call you to know more. Okay. So, there's multiple medical plans to choose from. There's also things like dental, vision, um, short-term disability, term life, um, as well as the ID experts. So, what I can do is I can actually, um, send you a copy of the benefits guide to your email. Um- Mm-hmm. ... and it'll go over, like, all the plans being offered, what they cover and how much they cost, so you can look over that. Okay. Um, and then if you see- On my email? My, my... Oh, hello? Hello? Yes. I'm gonna send that information to your email. So, if you see anything that you're interested in enrolling into, you would just call us back and we can get you enrolled Yeah, we're on. Okay. Um, now, they typically, with you being a new hire, they typically give you 30 days from the date of your first check to get enrolled. So, as soon as, you know, if you, like I said, if you see anything that you are interested in enrolling into, just make sure to give us a call back as soon as you can. Okay. So, I'm gonna send that back to your-

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Cart. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, my name is, uh, Mamadu Bamba. I, uh, I work at, uh, Prescott Coffee for Besala. So, I saw yesterday the benefit, uh, benefit, uh, insurance. That's why I called you today to know what to do.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work through?

Speaker speaker\_1: My name?

Speaker speaker\_0: No, the name of the staffing agency you're going through.

Speaker speaker\_1: It's, uh, it's, uh, Besala.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: It's, uh, 0967.

Speaker speaker\_0: 0967?

Speaker speaker\_1: Right.

Speaker speaker\_0: And, um, your first and last name again?

Speaker speaker\_1: Mamadu Bamba.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: My address is, uh, 420 85 30 Ash, P-L-A-W, Apartment R206. And my ZIP code is, uh, 98204. My death birth date is, uh, 02/08/1996.

Speaker speaker\_0: Okay. So, the address I have on file, on file is 420 85th Place Southwest, R24.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Phone number is 206-965-0705?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And email is gonna be firstandlastname22@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Do you know what you're wanting to enroll into specifically?

Speaker speaker\_1: Say again?

Speaker speaker\_0: Do you know what, like, what plans you're wanting to enroll into?

Speaker speaker\_1: Uh, I don't know. I don't, I, I don't know nothing about that. That's why I call you to know more.

Speaker speaker\_0: Okay. So, there's multiple medical plans to choose from. There's also things like dental, vision, um, short-term disability, term life, um, as well as the ID experts. So, what I can do is I can actually, um, send you a copy of the benefits guide to your email. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... and it'll go over, like, all the plans being offered, what they cover and how much they cost, so you can look over that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then if you see-

Speaker speaker\_1: On my email? My, my... Oh, hello? Hello?

Speaker speaker\_0: Yes. I'm gonna send that information to your email. So, if you see anything that you're interested in enrolling into, you would just call us back and we can get you enrolled

Speaker speaker\_2: Yeah, we're on.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, now, they typically, with you being a new hire, they typically give you 30 days from the date of your first check to get enrolled. So, as soon as, you know, if you, like I said, if you see anything that you are interested in enrolling into, just make sure to give us a call back as soon as you can.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, I'm gonna send that back to your-